



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET: www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
08-JAN-2018	Reference No. 11061222

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	NEWPORT NEWS	State	VA	Zip Code	[REDACTED]
				Evening Telephone Number	[REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side STBBT441X3S [REDACTED]	Make TOYOTA	Model TUNDRA	Model Year 2003
Date Purchased 06-12-2017	Dealer's Name and Telephone Number		Engine: No: Cylinders 8
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-DEC-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 137430	Failure Speed
FRAME RUSTED - photos included		

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
--	---	---------------------------	------------------	-------------------------

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2003 TOYOTA TUNDRA. WHILE UNDERGOING ROUTINE MAINTENANCE, THE TECHNICIAN STATED THAT THE FRAME WAS SEVERELY RUSTED AND THE VEHICLE WAS UNSAFE TO DRIVE. THE VEHICLE WAS TAKEN TO PEARSON TOYOTA (12978 JEFFERSON AVE, NEWPORT NEWS, VA 23608, (757) 874-6000) WHERE IT WAS DIAGNOSED THAT THE FRAME WAS IN POOR CONDITION AND THE VEHICLE WAS UNSAFE TO DRIVE. THE FRAME NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT MENTIONED THAT THE VEHICLE WAS REPAIRED IN 2012 PER A MANUFACTURER RECALL FOR FRAME RUST IN WHICH AN ANTI-CORROSIVE AGENT WAS SPRAYED ONTO THE FRAME. THE MANUFACTURER WAS NOTIFIED AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 137,430.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

# PEARSON



12978 Jefferson Ave. • Newport News, VA 23608 • (757) 874-6000



**SERVICE HOURS**  
 MON. THRU FRI.  
 8:00 AM TO 7:00 PM  
 SAT.  
 8:00 AM TO 5:00 PM

**SALES HOURS**  
 MON. THRU FRI. 9:00 AM TO 9:00 PM  
 SAT. 9:00 AM TO 7:00 PM  
 SUN. 1:00 PM TO 5:00 PM

Identification #	Service Representative <b>STEPHANIE LANDRY</b>	ASM #	TAG # <b>8800</b>	Invoice Date <b>12/15/17</b>	Invoice #
	Labor Rate	Plate #	Current Mileage <b>137,430</b>	Exterior Color <b>BLACK/</b>	Stk. #
NEWPORT NEWS, VA	Vehicle Description <b>03/TOYOTA TRUCK/TUNDRA/ACC CAB 4WD S</b>			Delivery Date <b>02/15/03</b>	Delivery Miles
	Serial # <b>5 T B B T 4 4 1 X 3 S</b>		Dir. Mfg. #	Production Date <b>12/05/02</b>	
	Federal Tax Exempt #	Purchase Order #	Work Order Date <b>12/15/17</b>	Parking Location	
Home	Office	Chassis # / Engine # / Notes:			<b>MO: 137431</b>

J# 1 01TOZMFI MULTI-POINT INSP TECH(S):546 0.00  
 Multi-Point Vehicle Inspection  
 COMPLETED BY 546

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 1 TOTAL PARTS 0.00  
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 21TOZ0SF F/P AIRBAG MODULE TECH(S):546 GL00 WARRANTY  
 TUNDRA & SEQUOIA REPLACE AIRBAG MODULE  
 OPCODE: AGG48B 1.2  
 SUBLET 'ZZ' .20 CENTS SHIPPING  
 SAFETY RECALL DSF  
 PERFORM RECALL PER INSTRUCTIONS  
 COMPLETED BY 546

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 2 1 04006-0490C INFLATOR ASSY KIT WARRANTY  
 JOB # 2 TOTAL PARTS 0.00  
 JOB # 2 TOTAL LABOR & PARTS 0.00

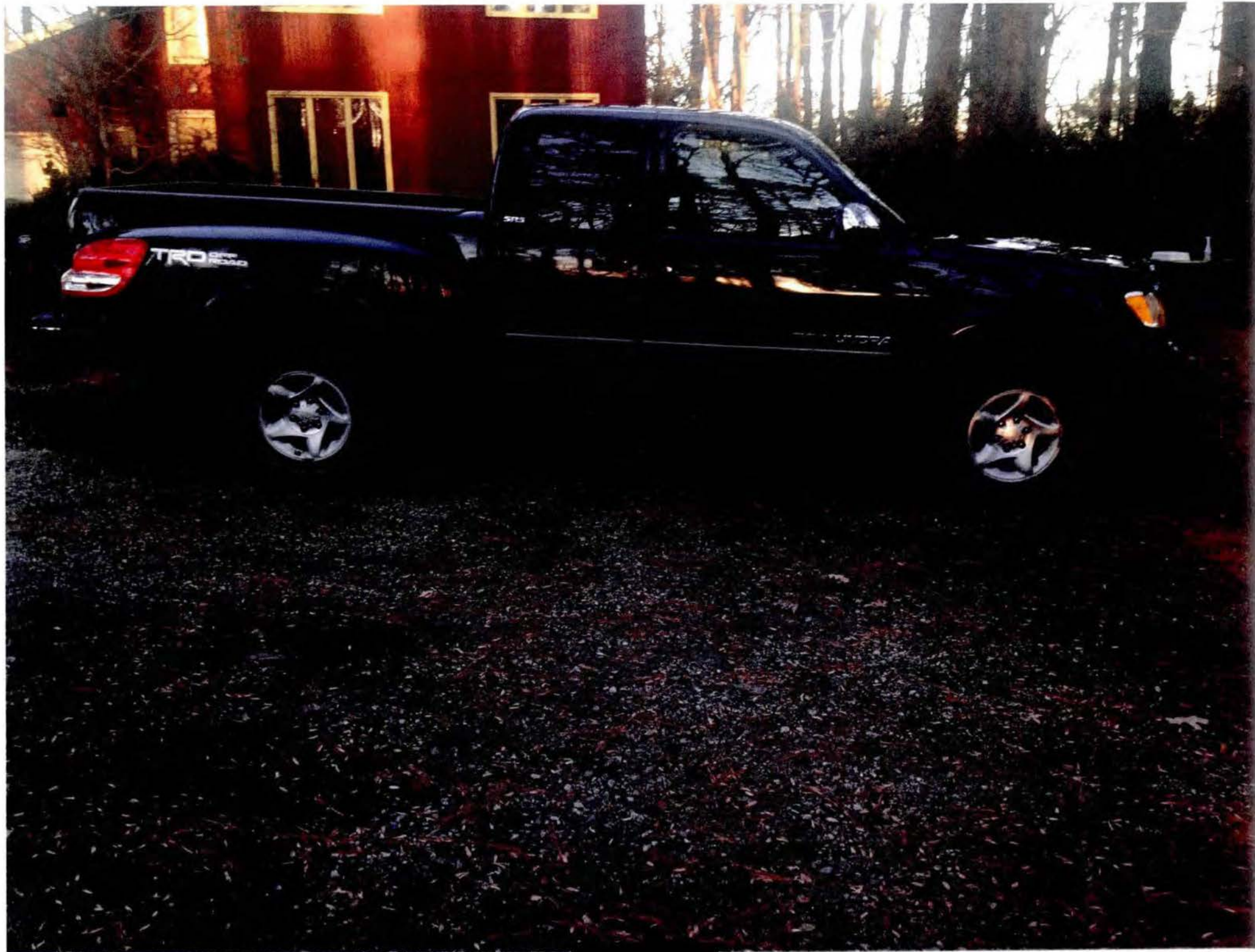
J# 3 17TOZFRM FRAME TECH(S):546 0.00  
 C/S WAS ADVISED FRAME IS IN POOR CONDITION AND VEH IS UNSAFE  
 TO DRIVE. PLEASE CHECK AND ADVISE.  
 CONFIRMED CUSTOMERS CONCERN. FRAME DOES HAVE RUST  
 PERFORATION AND WOULD REQUIRE REPLACEMENT. VEH SHOULD  
 NOT BE DRIVEN DUE TO THE STRUCTURAL INTEGRITY OF THE  
 FRAME BEING COMPROMISED BY THE RUST PERFORATION.  
 NO REPAIRS MADE DURING THIS VISIT. CUSTOMER HAS BEEN  
 ADVISED VEH WOULD NOT CURRENTLY PASS STATE INSPECTION  
 WITH THE FRAME IN IT'S CURRENT CONDITION. FRAME REPLACEMENT  
 IS NEEDED.  
 COMPLETED BY 546

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 3 TOTAL PARTS 0.00  
 JOB # 3 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
 JOB # 2 WARRSUPPLY WARRANTY SUPPLY WARRANTY  
 TOTAL - MISC 0.00

COMMENTS-----  
 X02MC867F1:WAIT created 2017-12-12 02:13:00pm taken by DEBBIE ROUNT  
 REE  
 DROP OFF - CALL [REDACTED]  
 12/15/17 2:13 ADVISED CUST, VEH COMPLETE -SL

The Reynolds and Reynolds Company UC718300 U (02/17)



NEF 010 W48-226 VIN 5TBBT441X35

REF 11061222



NEF 010 w 48-226 VIN 5T BBT 441 X 39

Ref 11061222



NEF 010 W 48-226 VIN 5T BBT 441 X 35

Ref 11061222



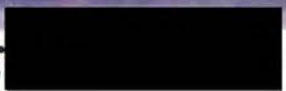
NEF 010 648-226 VIN 5T BBT 441 X 35 [REDACTED]

Ref 11061222



NEF 010 W48-226

VIN 5TBBT441X35



Ref # 11061222



NFS 010 W 48-226

VINTAGE

5T BBT 441X35

Ref. 11061222



NEF 010 W 48.226

VIN 5TBBT 441 X 35

Ref # 11061222



NEF 010 W 48-226

VIN 5T BBT 441X 35

Ref # 11061222



NEF-010

W 98-226

VIN 5TBBT441X353

Ref 11061222

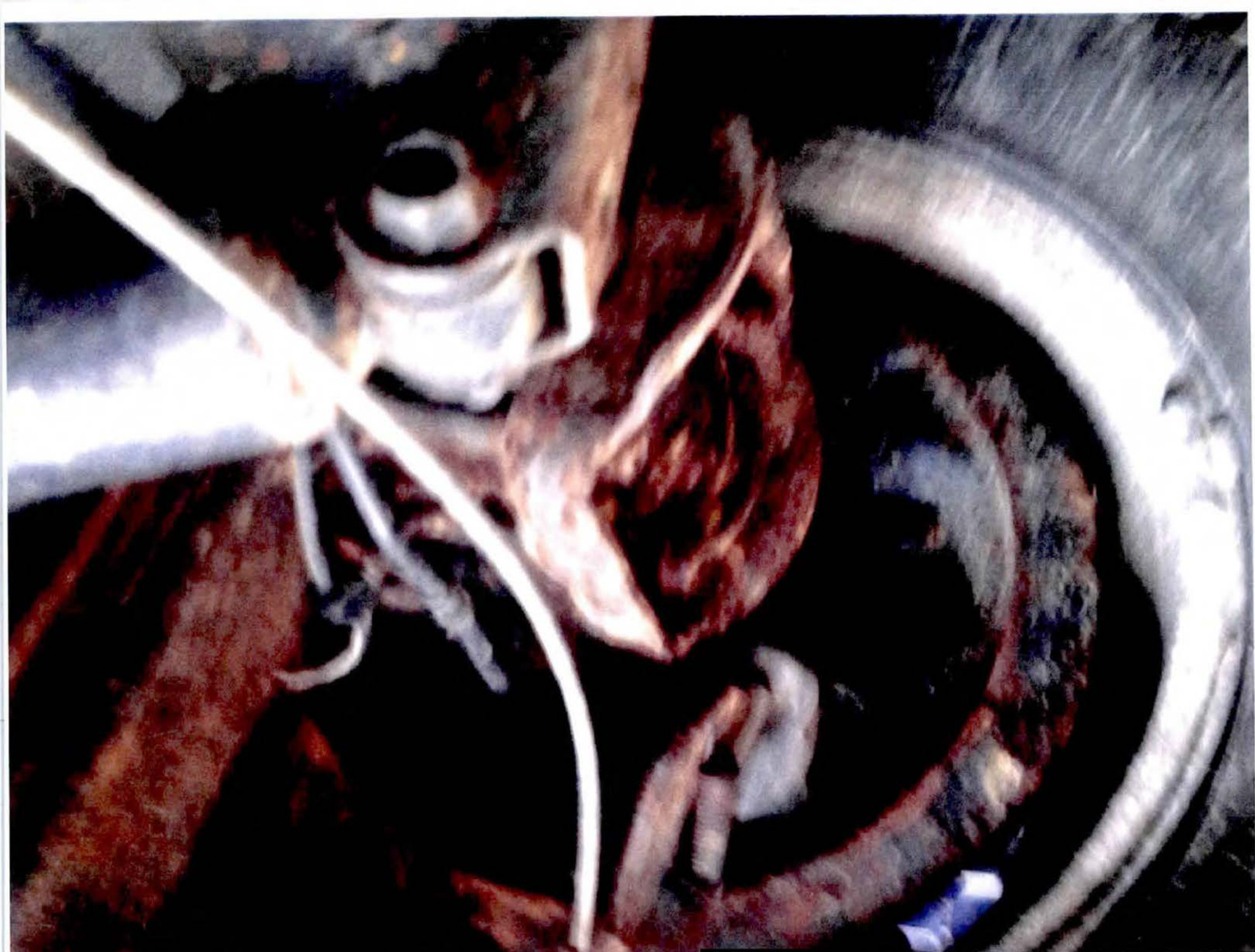


NEE 010 W 48-276 VIN 5T BAT 441X35

Ref 11061222



NEF 610 W 48-226 VIN 5T BBT 441 X 35 REF 11061222



NFF 010 W48-226

VIN 5TBBT441X35

REF# 11061222



NEF 010

W 48-226

VIN 5T BBT 441X 35

REF #

11061222



NEF-010

W48-226

VIN

5TBBT441X33

REF#

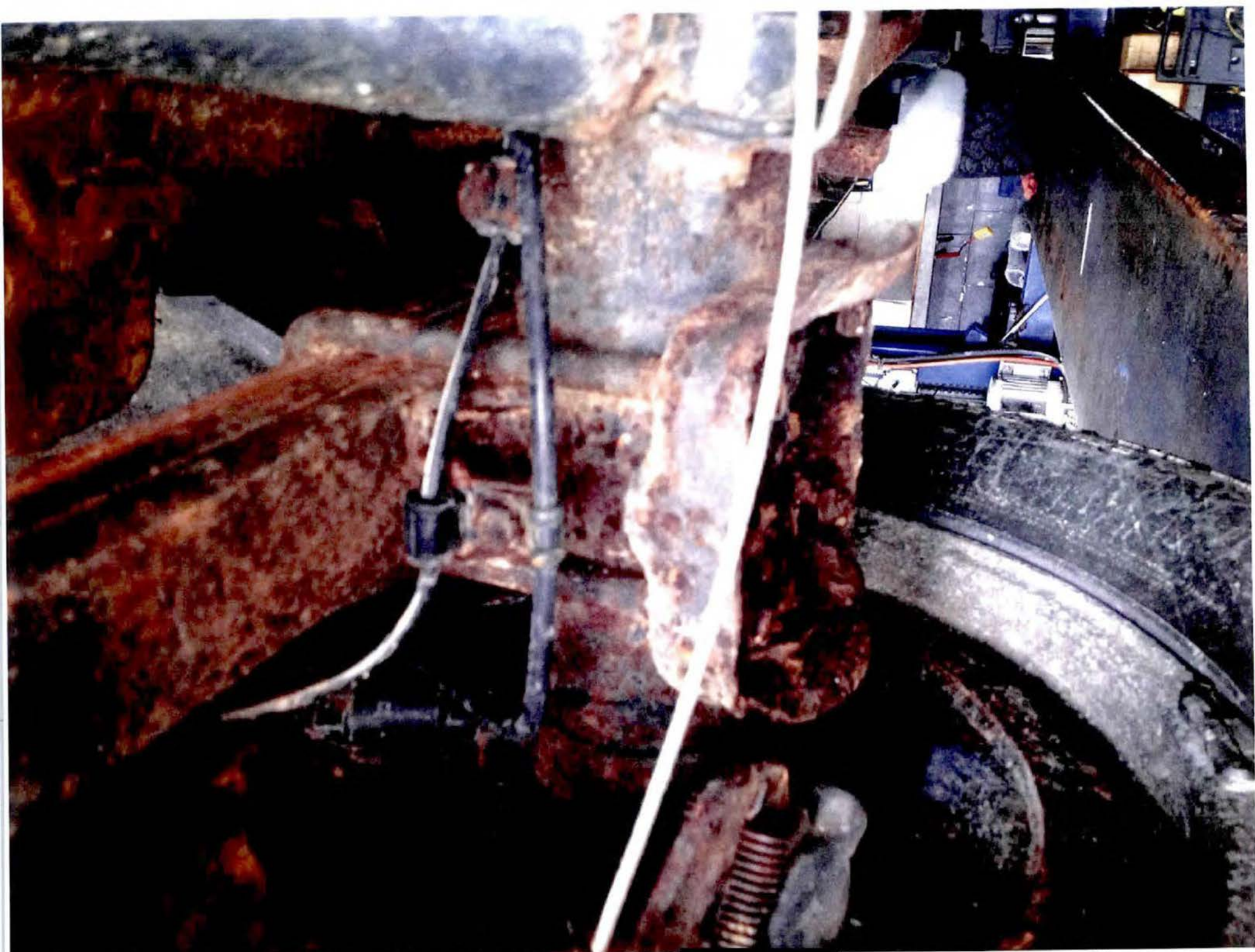
11061222



NEF 010 W 48-226

VIN 5T BBT 441 X 353

REF# 11061222



NEF-010 - W48-226 VIN 5TBBT441X3S

REF# 11061222

12116773 9977

NFF 014 - W 48-326

VIN 5TBBT 441 X 35

REF# 11061222



NEF 010 W48-226 VIN 5TBBT441X35

REF# 11061222



NEF 010 W 48-226 VIN 5TBBT441X3S

Ref# 11061222